

MEDICAL ADMINISTRATIVE SPECIALIST

MASTER PLAN OF INSTRUCTION 2018 - 2019

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MISSION

The mission of Fort Myers Technical College is to provide high quality career and technical training, in order to prepare students for current and emerging industries, delivered by a professional and caring staff in a positive learning environment.

The School District of Lee County does not discriminate on the basis of gender, race, color, age, religion, sex, sexual orientation, national or ethnic origin, marital status, or disability in the provision of educational programs, activities or employment policies as required by Title IX, Title VI, Title VII, Age Discrimination Act of 1967 and Section 504 of the Rehabilitation Act of 1973, 1992, Americans with Disabilities Act, the Florida Educational Equity Act of 1984 and the Boy Scouts of America Equal Access Act. Questions, complaints, or requests for additional information regarding discrimination or harassment may be sent to: Equity Coordinator, Fort Myers Technical College, 3800 Michigan Ave., Fort Myers, FL 33916, (239) 334-4544.

Lack of English language skills will not be a barrier to admission and participation. The district may assess each student's ability to benefit from specific programs through placement tests and counseling, and, if necessary, will provide services or referrals to better prepare students for successful participation.



Fort Myers Technical College
3800 Michigan Avenue
Fort Myers, FL 33916
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MEDICAL ADMINISTRATIVE SPECIALIST

INTRODUCTION

This program offers a sequence of courses that provides coherent and challenging academic technical knowledge and skills needed to provide high-level medical administrative support by performing clerical skills in the medical office environment. The content includes communication skills, higher-level thinking and problem-solving skills, work attitudes, and occupation-specific skills. The curriculum includes learning medical software, processing and transcribing medical documents, and learning basic medical terminology.

PROGRAM MISSION

The mission of the Medical Administrative Specialist program is to prepare students for productive business careers in a medical office environment. This mission will be achieved by providing students with a solid foundation in basic skills, thinking skills, and personal qualities.

PROGRAM PHILOSOPHY

All students have individual worth and right to reach their fullest potential in a technical program of their choice by developing the program's specific skills, positive attitudes, and effective work habits. Students' success will be accomplished through their accepting responsibility for their own learning, while receiving relevant, challenging, and interesting instruction.

We will provide a caring atmosphere that promotes a high degree of student-faculty interaction and fosters development of business and industry partnerships.

PROGRAM CONTENT

- Using technology to perform medical office functions and procedures
- Demonstrating leadership and teamwork skills needed to accomplish jobs in the medical office
- Demonstrating professional ethics and legal responsibilities
- Microsoft Office introduction and advanced training in Word, Excel, PowerPoint, and Outlook
- Medical terminology
- Medical transcription
- Interpersonal and communication skills
- Employability skills
- Internet research skills
- Money management concepts, procedures, and strategies

ESSENTIAL TRAINING TASKS

- File management
- Use of technology to enhance the effectiveness of communication and medical office skills
- Understanding and use of medical terminology
- Processing medical documents
- HIPAA training
- Development of interpersonal and professional skills
- Application of computer concepts using Microsoft Office and medical software
- Telephone, e-mail, and mail handling
- Customer service training
- Office records, storage, and retrieval
- Mathematical, language, and science knowledge and skills

Physical Requirements

- Ability to sit at a computer for an extended period of time.
- Ability to demonstrate a high degree of manual dexterity, i.e. handle file folders and documents, type on a keyboard, etc.
- Ability to work in an atmosphere of moderate machine noise
- Ability to communicate with others in verbal and written form

Cognitive Requirements

Ability to follow written and oral instructions, work as a self-directed learner, concentrate and apply knowledge from previous lessons, focus on technical reading, follow step-by-step written instruction, interpret charts and diagrams.

ACCOMMODATIONS

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or post-secondary student's accommodations plan to meet individual needs to ensure equal access. Post-secondary students with disabilities must self-identify, present documentation, request required accommodations if needed, and develop a plan with their post-secondary service provider. Accommodations received in post-secondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology, and special communication systems. Documentation of the accommodations requested and services provided are maintained in a confidential file.

TUITION

Tuition is charged for adult students at a reasonable rate that may vary slightly from year to year and is due prior to the first day of each semester. Current fee information is available from Student Services. Tuition is waived for eligible high school dual-enrolled students. Failure to pay all fees due at the time class begins will result in the student not being able to attend class and/or clinical.

CLASS SCHEDULE

Daytime certificated classes meet Monday through Friday from 8:00 A.M. until 2:30 P.M. This amounts to 30 hours of classroom instruction per week. Lunch breaks are 30 minutes in length.

ATTENDANCE POLICY

In an effort to develop appropriate employability skills, FMTC students are expected to attend all class sessions. As is expected in the workplace, when it is necessary to be absent due to illness or emergency situations, all students are to notify the instructor on or before the date of absence. The student attendance policy for each postsecondary program is consistent with industry standards.

Campus attendance is kept via a computerized system. It is the responsibility of the student to **log in and out** in order to receive credit for class time. This allows the school to keep accurate attendance records for the actual number of hours and minutes attended.

All adult students are expected to be in attendance at least 90% of their scheduled hours during each semester. Adult students failing to maintain the 90% attendance standard may not be permitted to continue in their program and may be required to sit out one full semester, unless administration approves to waive the 90% standard based on special circumstances.

Absences

A student who is absent for 6 consecutive class sessions will be withdrawn from enrollment in his/her program. A student withdrawn for absenteeism must petition administration to return. Students exhibiting a pattern of consecutive absences less than 4 days may be subject to dismissal as determined by a School

Intervention Team. School Intervention Team meetings will be held as necessary to attempt to alleviate issues resulting in excessive absences and to counsel the student of possible alternatives and consequences.

Students who are late for class, including returning late from lunch, must clock in. Students who leave school early must notify their instructor and clock out. This time out of class is recorded as time absent and is counted against the required 90% attendance. Excessive tardiness or early departures will be reported to the Student Affairs Specialist and will result in a meeting with the School Intervention Team.

Adult students who know they will be out of school for an extended period of time (4 days or longer) may apply for a Leave of Absence from their program. A Leave of Absence will be granted only once during a twelve month period. **STUDENTS WHO EXERCISE A LEAVE OF ABSENCE MAY HAVE TO EXTEND THEIR TIME IN THEIR PROGRAM AND PAY ADDITIONAL FEES.**

Leaving Campus During School Hours

Students must notify their instructor when leaving campus early. This is for the safety of students, to accurately track time, and to allow the instructor to best utilize instructional resources.

PLAN OF INSTRUCTIONAL PRACTICES

Teaching Methods

Lecture, demonstration, discussion, group interaction, verbal and written quizzes, skill practice, individualized instruction, computerized tutorials, interactive learning, web-based learning, and online courses are among the teaching methods utilized.

Textbooks, workbooks, projects, journals, reports, simulations, hands-on computer experience, collaborative learning, guest speakers, board examples, field trips, customer service projects, program job shadowing, cooperative on-the-job training, computerized tutorials, computerized assessment, interactive learning, web-based learning, and online courses are used for instruction.

Among the provisions made to allow for individual differences are pre-testing to determine entry-level, workbooks and study guides for progress at individual rate, progress grading, individualized instruction, individual project assignments, and referral for basic skills remediation. Curriculum may be adapted to meet the individual needs and individual goals of students.

Safety

A basic outline of safety standards and practices is covered the first week of class along with a continuous implementation of safety principles.

Evaluation

Oral and written tests, group discussions, written work, checklists, homework, student projects, presentations, and attendance are all representative means which may be used to determine student grades.

Fort Myers Technical College is a postsecondary educational institution designed to provide trained individuals to industry. The approved postsecondary program grading requirements must be met if the student is to receive a certificate.

Work-Based Activities

Work-based learning activities play an integral part of the curriculum of FMTC's career-technical training programs. These activities are planned with two objectives in mind. First, the activity provides students with the opportunity to develop and apply a 'real world' experience using the knowledge and skills attained in the program. Second, the activity provides the instructor with objective input from potential employers or customers of program graduates. Each work-based activity has a written instructional plan outlining objectives, experiences, competencies, and evaluation required during the activity.

Work-based activities are program specific and may include:

- Unpaid in-school shop activities to provide customer service opportunities under the direct supervision of the program instructor.
- Unpaid job shadowing experiences that may include in-school or off-campus employer-based experiences under the supervision of a qualified employer representative who is working closely with the program instructor.
- Paid or unpaid cooperative training experiences conducted at the employer's work location under the supervision of a qualified employer representative and under the direction of the program instructor.

Cooperative Education

Cooperative training is available for students and coordinated by the instructor and career specialist. Cooperative training is for students who have shown competence in program training that indicates readiness for placement in an on-the-job program. High school students participating in the cooperative job placement program must be in the 12th grade. To be eligible for a cooperative education experience, students must have completed one-half of the required program hours and requirements.

Students may be returned to the program for additional training if they do not function satisfactorily on the job or when the cooperative agreement is terminated at the request of the student, parent, employer, or program instructor. Veterans will be accepted into the program in accordance with the Department of Veterans Affairs approved program.

Additional information regarding cooperative training opportunities may be obtained from the program instructor or career specialist.

Job Shadowing

Job shadowing experiences, or volunteer experiences, are available to students as part of their program training. These experiences are designed to give the student actual hands-on experience doing a variety of related tasks. Length and type of experiences will vary. The program instructor determines appropriateness of the experience. Additional information regarding job-shadowing experiences may be obtained from the program instructor or career specialist.

GRADING PROCEDURE

Teacher Grading Procedure:

Attendance	25%
Employability Skills	15%
Projects/Exercises	25%
Tests	35%

The grading scale for the program is as follows:

A	90-100%
B	80-89%
C	70-79%
D	60-60%
F	0-59%

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Program Progress

Students are required to complete the program of training within the hours allotted by the State of Florida for completion. Progress must be at a rate that will allow completion of the program with the number of membership hours stated in the Curriculum Frameworks.

Failure to progress at this rate will require the student to meet with the program instructor, a counselor, and an administrator in order to identify an appropriate completion point or to assist the student in selecting a more appropriate training program.

Work Habits

Effective work habits are the cornerstone to successful employment. Students are expected to demonstrate productive work habits during all phases of enrollment. Instructors will work with students who need assistance in this area to improve the overall possibility for successful employment.

Attendance: Attends class, arrives/leaves on time; begins and ends work as expected.

Character: Displays loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-discipline, and self-responsibility; displays a high level of effort and commitment to performing and completing work.

Teamwork: Respects the right of others; respects confidentiality; is cooperative; is assertive; displays a customer service attitude; seeks opportunities for continuous learning; demonstrates mannerly behavior; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit.

Appearance: Displays appropriate dress, grooming, hygiene, and etiquette; wears full regulation uniform.

Attitude: Displays a willingness to cooperate and accept constructive criticism; sets realistic expectations; approaches assignments with interest.

Productivity: Is prepared for class by reading assignments and completing homework; contributes to class discussions; and involvement in lab activities (in other words, no sleeping or daydreaming). Follows safety practices; conserves and maintains equipment and supplies; keeps work area neat and clean; follows directions and procedures; makes up assignments and tests punctually; notifies proper authorities of situations presenting potential safety hazards; does not use or knowingly permit others to use tools and equipment improperly; stays on task and utilizes time constructively.

Organization: Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in adapting to changes.

Communication: Communicates accurate information to others in a professional and courteous manner; displays appropriate nonverbal (eye contact, body language) and oral (listening, telephone etiquette, grammar) skills; asks pertinent questions; listens attentively to others, notifies instructor in advance of absences or tardies.

SATISFACTORY ACADEMIC PROGRESS

In order to receive and continue to receive financial assistance of any type, a student must maintain satisfactory academic progress. The Financial Aid Advisor will require a progress report to be completed by the student's instructor and submitted to the Financial Aid Office prior to each disbursement.

Students are considered to be making Satisfactory Academic Progress (SAP) if they successfully complete their scheduled clock hours, achieve a specific cumulative grade evaluation or grade point average (GPA), and do not exceed the maximum time limits to complete their course of study. Each Student Academic Progress will be checked at 450 clock hours and prior to subsequent disbursements for students enrolled in programs one academic year or greater. Progress will be checked at the half-way point for programs less than one academic year. No SAP is required prior to the first disbursement.

REQUIREMENTS FOR A CERTIFICATE

All competencies specified in the State of Florida Curriculum Frameworks for the program must be successfully completed. Successful completion is at least a 75% average in the areas of skills, knowledge, and work habits.

Proficiency in the competency standards listed in the Master Plan of Instruction must be demonstrated.

Students must meet minimum Test of Adult Basic Education skill requirements (or be eligible for an exemption) prior to graduation.

In addition to the requirements above, the recommendation of the instructor for certification includes: consideration of personal appearance, willingness to learn and to work, punctuality, cooperative attitude, and appropriate work habits.

Students who exit the program early and have successfully completed each course or the competencies of an Occupational Completion Point (OCP), will be issued a partial certificate. This certificate does not require a student to master the state-mandated basic skills level.

MEDICAL ADMINISTRATIVE SPECIALIST STUDENT DRESS CODE

Students who attend FMTC shall dress in a manner appropriate for the job in which they are receiving training, including any special protective gear and professional uniforms. All clothing must be neither distracting nor offensive and be clean, neat, modest, in good repair, and appropriately sized.

Administration has the final authority for determining whether or not a student's apparel conforms to the dress code. When it is determined that it does not, students will be required to change into clothing which will conform to this code or leave campus. Students may return to campus when they have changed into appropriate clothing.

Dress Code/Uniforms Required: Medical scrubs – dark purple. Shoes – athletic style only, no open toes or Crocs allowed.

JOB DESCRIPTIONS

OCP A Information Technology Assistant (150 Hours)

Students completing OCP A will likely be able to obtain employment as a front desk clerk. They would be able to perform basic e-mail activities, file paperwork, use basic word processing, spreadsheet, and presentation software to enhance written business communications, and demonstrate good customer service skills. In addition, students would have basic understanding of medical terminology and HIPAA regulations.

OCP B Front Desk Specialist (300 Hours)

Students completing OCP B would be able to assist in an office position using computer software skills, including desktop publishing applications, to accomplish job objectives and improve workplace performance. Jobs including spreadsheet applications, e-mail functions, and effective communication skills would be aligned to the medical front desk specialist. Excellent customer service skills are imperative.

OCP C Medical Office Technologist (300 Hours)

Students completing Medical Office Technologist would be able to work in a medical office position which would involve critical healthcare administrative duties such as computer information systems, patient scheduling, insurance reimbursement, medical transcription, and medical billing. Diverse knowledge of medical terminology could be essential.

OCP D Medical Administrative Specialist (300 Hours)

Students completing Medical Administrative Specialist could work in a position where they are responsible for supervising the medical office involving insurance and patient billing practices, transcribing and storing medical records, managing patient appointments through scheduling, and operation of specific medical software. Diverse knowledge of medical terminology is essential.

TEXTBOOKS

For the most recent book list for the Medical Administrative Office Specialist program, visit FMTC's website: www.fortmyerstech.edu.

REQUIRED MATERIALS

Ring binder or portfolio binder

Paper, pens, pencils

Erasers

Flash drives

Ear phones for transcription

Optional: sheet protectors, whiteout correction fluid

PROGRAM OBJECTIVES

See the attached Florida State Department of Education Curriculum Frameworks for program objectives and competencies.

**Florida Department of Education
Curriculum Framework**

Program Title: Medical Administrative Specialist
Program Type: Career Preparatory
Career Cluster: Business Management and Administration

PSAV	
Program Number	B070300
CIP Number	0551071603
Grade Level	30, 31
Standard Length	1050 hours
Teacher Certification	Refer to the <u>Program Structure</u> section.
CTSO	Phi Beta Lambda BPA
SOC Codes	15-1151 – Computer User Support Specialists 43-4171 – Receptionists and Information Clerks 43-6013 – Medical Secretaries
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml
Basic Skills Level	Mathematics: 10 Language: 10 Reading: 10

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers as an Information Technology Assistant, Front Desk Specialist, Medical Office Technologist, and Medical Administrative Specialist in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the use of technology to develop communication skills, higher level thinking skills, and decision making skills; medical terminology; the performance of office procedures specific to the medical environment; transcription of medical documents from machine dictation; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high quality employment portfolios and job-seeking documents.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Length	SOC Code
A	OTA0040	Information Technology Assistant	150 hours	15-1151
B	OTA0041	Front Desk Specialist	300 hours	43-4171
C	OTA0631	Medical Office Technologist	300 hours	43-6013
D	OTA0651	Medical Administrative Specialist	300 hours	43-6013

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.
2. Apply appropriate academic and technical skills.
3. Attend to personal health and financial well-being.
4. Communicate clearly, effectively and with reason.
5. Consider the environmental, social and economic impacts of decisions.
6. Demonstrate creativity and innovation.
7. Employ valid and reliable research strategies.
8. Utilize critical thinking to make sense of problems and persevere in solving them.
9. Model integrity, ethical leadership and effective management.
10. Plan education and career path aligned to personal goals.
11. Use technology to enhance productivity.
12. Work productively in teams while using cultural/global competence.

Standards

Information Technology Assistant (OTA0040) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 14.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Develop an awareness of microprocessors and digital computers.
- 03.0 Demonstrate an understanding of operating systems.

- 04.0 Use technology to enhance the effectiveness of communication skills utilizing word processing applications.
- 05.0 Use technology to enhance communication skills utilizing presentation applications.
- 06.0 Use technology to enhance the effectiveness of communication utilizing spreadsheet and database applications.
- 07.0 Use technology to enhance communication skills utilizing electronic mail.
- 08.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
- 09.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 10.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
- 11.0 Demonstrate competence in page design applicable to the WWW.
- 12.0 Develop an awareness of emerging technologies.
- 13.0 Develop awareness of computer languages and software applications.
- 14.0 Demonstrate comprehension and communication skills.
- 15.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 16.0 Demonstrate language arts knowledge and skills.
- 17.0 Demonstrate mathematics knowledge and skills.
- 18.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 19.0 Solve problems using critical thinking skills, creativity and innovation.
- 20.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise and correct manner on personal and professional levels.
- 21.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance.
- 22.0 Practice quality performance in the learning environment and the workplace.
- 23.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance.
- 24.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 25.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
- 26.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 27.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 28.0 Use technology to increase administrative office support productivity and enhance workplace performance.
- 29.0 Describe the importance of professional ethics and legal responsibilities.
- 30.0 Use information technology tools.
- 31.0 Participate in (administrative) work-based learning experiences.
- 32.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 33.0 Participate in work-based learning experiences in a medical office environment.
- 34.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 35.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.

- 36.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 37.0 Use technology to increase medical office support productivity and enhance workplace performance.
- 38.0 Participate in (medical office) work-based learning experiences.
- 39.0 Demonstrate employability skills.
- 40.0 Explain the importance of employability skill and entrepreneurial skills.
- 41.0 Demonstrate business management skills.
- 42.0 Demonstrate positive human relations and leadership skills in the workplace.
- 43.0 Demonstrate business ethics.
- 44.0 Describe the importance of professional ethics and legal responsibilities.
- 45.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 46.0 Demonstrate personal money-management concepts, procedures, and strategies.